

From: MOLITUO@aol.com@inetgw
To: Microsoft ATR
Date: 1/8/02 7:14pm
Subject: Wal-Mart vs Kmart

Dear DOJ:

Rather than allow this endless pursuit of Microsoft whose products do NOT harm consumers, how about getting on Walmart's back for a change? Walmart has put hundreds of thousands of small vendors out of business, in addition to large chains like Caldor, Bradlee's, Jamesway, etc.! It looks like Kmart may be next!

I recently visited our local Kmart; and I found more cashiers on duty than there were customers in the store! Today, I made a purchase of one item at our local Walmart; and I had to wait about 20 minutes in a cashier's line because there were a multitude of customers and only about 5 cashiers on duty!

The trick for Walmart seems to be this: After opening a new store, spoil your customers at first; then when they have been trained to frequent Walmart, lighten up on customer service! As a monopoly, you don't have to be good to your customers anymore! After all, the competition has for the most part gone out of business!

I'm being forced more and more to shop at Walmart, as their competitors "fade away!" DOJ should send a few agents incognito to some of their stores; and verify or disprove my complaint.

An intriguing observation: "How May I Help You?" is imprinted on the back of Walmart's employees' workjackets. Why on the back, I always wondered. I often find myself hurrying after one or another Walmart employee for help, as the "How May I Help You?" logo recedes rapidly into the distance, like a Doppler Effect! Racing after the offer of help, so to speak!

I wish something can be done to protect the few competitors that still survive!

Thank you,

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